



## Problem Resolution Report

**NORTHROP GRUMMAN**

NG/CoSD-024

Access Gateway Services Resource Unit for Anasazi

Date: July 17, 2009

### Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

### Issue or Problem:

The Parties wish to provide for the inclusion of a Resource Unit and pricing for Access Gateway Services to support the Anasazi Mental Health Management Information System (MH MIS) being implemented by Anasazi, Inc. under separate contract to the County.

### Resolution:

1. Section 6.10, Access Gateway Services, of the Statement of Work of the Agreement as shown in Attachment 1 to this PRR-024 is added to Schedule 4.3 to provide for a requirement to provide Access Gateway Services.

2. The pricing for Access Gateway Services for the MH MIS is added as shown on Attachment 2 to this PRR. Pricing will be retroactive to April 1, 2007.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

NORTHROP GRUMMAN INFORMATION  
TECHNOLOGY, INC.

By: Winston F. McColl

Name: WINSTON F. MCCOLL, Director  
Department of Purchasing & Contracting

Date: 21 July 2009

for Hudson

By: Randolph Pabst

Name: Randolph Pabst

Title: Manager, Contracts

Date: July 20, 2009

## **6.10 Access Gateway Services**

### **6.10.1 Access Gateway Services Overview**

This section pertains to the Access Gateway Services component within the Data Center Framework. The Access Gateway Services component is a secure application access solution providing users with remote access from anywhere into County Data Centers. The Access Gateway Services component encompasses all hardware, software and services needed to implement, maintain and support the Access Gateway. The Access Gateway Services is scoped to support the Anasazi application only at this time. Over time, as the need to support other Data Center based applications from non-County remote users comes on-line, this Service Component may be revisited.

### **6.10.2 Remote Access Services High Level Requirements**

6.10.2.1 The Access Gateway Services will provide application-level access control for users from any location outside the County IT perimeter.

6.10.2.2 The Access Gateway Services will provide a single point of secure remote access with a single set of logon credentials.

6.10.2.3 The Access Gateway Services will provide support for initially 1,400 remote users, with a maximum number of 4,300 remote users planned.

6.10.2.4 The Access Gateway Services will be used to support the Anasazi application only.

6.10.2.5 Contractor shall refresh Access Gateway Services assets on a 5 year refresh schedule, unless otherwise agreed by the County in writing, and at a County-approved deployment schedule that will minimize disruption and reduce risk. Refreshes of Access Gateway Services assets may include upgrades of active/intelligent components that provide significant upgrades in functionality and performance, if approved by the County.

### **6.10.3 Access Gateway Services — Requirements, Roles & Responsibilities**

The following table identifies the requirements, roles and responsibilities associated with Plan, Build and Operate services.

Access Gateway Services: Plan, Build and Operate Requirements, Roles and Responsibilities

Access Gateway Service: Plan, Build and Operate Requirements, Roles and Responsibilities		
Plan Requirements, Roles and Responsibilities	Contractor	County
1. Produce and submit recommendations for a Data Center based application centric Access Gateway Services architecture	X	
2. Review and approve recommendations for Access Gateway Services architecture		X
3. Produce and submit operational policies and procedures for Access Gateway Services	X	
4. Review and approve operational policies and procedures for Access Gateway Services		X
5. Produce and submit plans for updates and patches to Access Gateway assets	X	
6. Review and approve plans for updates and patches to Access Gateway assets		X
Build Requirements, Roles and Responsibilities	Contractor	County
7. Design, test and implement approved Access Gateway Services	X	
8. Design and implement approved operational policies and procedures for Access Gateway Services	X	
9. Design, test and implement approved plans for updates and patches to Access Gateway assets	X	
Operate Requirements, Roles and Responsibilities	Contractor	County
10. Provide support, including break-fix, for all Access Gateway Services assets	X	
11. Maintain, support and report on Access Gateway Services	X	
12. Review and approve report on Access Gateway Services		X
13. Maintain and support approved operational policies and procedures	X	
14. Implement and Install all approved updates and patches	X	

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	Resource Unit Fee	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)
Access Gateway Services	6.10	Month	Fixed monthly; up to 1,400 concurrent users	Citrix Implementation, Hardware and maintenance, Software and maintenance, Operational and Support services	\$ 12,133.75	12	\$ 145,605

Exhibit 16.1-2Decomposition

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee	Component Fee	Percentage of Decomposition Component Fee	Description Text
Access Gateway Services	6.10	Month	Fixed monthly; up to 1,400 concurrent users		\$ 12,133.75	\$ 606.25	100.00%	Access Gateway Services will support up to 1,400 concurrent users.
				Circuit Implementation		\$ 606.25	5.00%	Per Access Gateway Services (AGS) implementation design. Hardware to refresh included.
				Hardware and maintenance		\$ 3,566.06	29.00%	Hardware and maintenance covered for Circuit 1 term, and LAN within the data center.
				Software and maintenance		\$ 353.94	3.00%	ES had balance BIG-IP add-on SSL licenses (1000IPS).
								IDS proprietary and vendor tools and support, including: Ansaer Vlan, Separate firewalls, hardware/software configuration management, systems administration, applying patches from vendors, back-up/restore, facilities and power, and basic systems monitoring.
				Operational and support services		\$ 7,607.50	63.00%	